

Appendix A

WC Docket No. 03-194
Qwest – Arizona

Commenters

1. Arizona Corporation Commission (Arizona Commission)
2. AT&T Corp. (AT&T)
3. MCI
4. Sprint Communications Company L.P. (Sprint)

Reply Commenter

AT&T

Appendix B

Arizona Performance Metrics

The data in this appendix are taken from the Arizona commercial performance data provided to the Commission. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics or that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

Metric Number	Metric Name
Billing	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
Collocation	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
Directory Assistance	
DA-1	Speed of Answer - Directory Assistance
Database Updates	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
Maintenance and Repair	
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Center
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
Network Performance	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
Order Accuracy	
OA-1	Order Accuracy, Default %
Ordering and Provisioning	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Center
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
Operator Services	
OS-1	Speed of Answer - Operator Services
Pre-Order/Order	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
BILLING													
BI-1	Time to Provide Recorded Usage Records												
BI-1A	UNEs and Resale Aggregate, Avg Days		1.38	3.84	1.45	3.70	1.40	3.77	1.54	4.13	1.26	3.75	
BI-1B	Jointly-provided Switched Access, %		99.99%		99.86%		99.97%		99.95%		99.99%		
BI-2	Invoices Delivered within 10 Days												
BI-2	All, %		99.98%		100%		100%		99.76%		99.69%		
BI-3	Billing Accuracy - Adjustments for Errors												
BI-3A	UNEs and Resale Aggregate, %		99.22%	99.19%	91.49%	99.08%	98.71%	97.71%	96.65%	99.36%	92.08%	99.05%	
BI-3B	Reciprocal Compensation, %		100%		100%		100%		100%		100%		
BI-4	Billing Completeness												
BI-4A	UNEs and Resale Aggregate, %		99.86%	99.59%	99.76%	99.65%	99.84%	99.56%	99.89%	99.61%	99.73%	99.36%	
BI-4B	Reciprocal Compensation, %		100%		100%		100%		100%		100%		
BI-5	Billing Accuracy & Claims Processing												
BI-5A	Acknowledgment, All, %		99.66%		98.66%		99.72%		99.21%		100%		
BI-5B	Resolution, All, %		97.74%		98.96%		97.65%		97.64%		99.57%		
COLLOCATION													
CP-1	Collocation Completion Interval when Scheduled Interval is...												
CP-1A	90 Calendar Days or Less, All, Avg Days		69.00				63.00		50.50		62.43		a b c d e
CP-1B	91 to 120 Calendar Days, All, Avg Days		86.33		90.29		112.00		87.38		81.00		a b c d e
CP-1C	121 to 150 Calendar Days, All, Avg Days		76.00				130.00		107.20		113.67		a b c d e
CP-2	Collocations Completed within Scheduled Intervals												
CP-2B	Non-Forecasted & Late Forecasted, All, %		100%		100%		100%		100%		100%		a b c e
CP-2C	with Intervals Longer than 120 Days, All, %		100%				100%		100%		100%		a b c d e
CP-3	Collocation Feasibility Study Interval												
CP-3	All, Avg Days		8.00		7.65		4.00		9.50		7.62		a c d
CP-4	Collocation Feasibility Study Commitments Met												
CP-4	All, %		100%		100%		100%		100%		100%		
DIRECTORY ASSISTANCE													
DA-1	Speed of Answer - Directory Assistance												
DA-1	All, Avg Sec			7.55		8.23		7.14		7.52		7.48	a b c d e
DATABASE UPDATES													
DB-1	Time to Update Databases												
DB-1A	E911, Hrs:Min		1:49		2:27		1:45		0:34		0:50		
DB-1B	LIDB, Avg Sec		1.03		1.03		1.02		1.02		1.02		

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
DB-1C-1	Directory Listing, Avg Sec		0.20		0.15		0.14		0.16		0.18		
DB-2	Accurate Database Updates												
DB-2C-1	Directory Listing, %		99.44%		99.39%		99.38%		98.67%		99.00%		
ELECTRONIC GATEWAY AVAILABILITY													
GA-1	Gateway Availability - IMA-GUI												
GA-1A	IMA-GUI, All, %		100%		100%		100%		100%		99.85%		
GA-1B	IMA-GUI, Fetch-n-Stuff, %												a b c d c
GA-1C	IMA-GUI, Data Arbiter, %												a b c d e
GA-1D	IMA-GUI, SIA, %		100%		100%		100%		100%		100%		
GA-2	Gateway Availability - IMA-EDI												
GA-2	IMA-EDI, %		100%		100%		100%		100%		100%		
GA-3	Gateway Availability - EB-TA												
GA-3	EB-TA, %		99.95%		99.88%		99.74%		100%		100%		
GA-4	System Availability - EXACT												
GA-4	EXACT, %		100%		100%		100%		100%		100%		
GA-6	Gateway Availability - GUI - Repair												
GA-6	GUI - Repair, %		100%		99.97%		99.99%		100%		100%		
GA-7	Timely Outage Resolution following Software Releases												
GA-7	All, %												a b c d e
MAINTENANCE AND REPAIR													
MR-2	Calls Answered within Twenty Seconds - Interconnect Repair Center												
MR-2	All, %		89.51%	86.92%	88.18%	84.70%	86.91%	81.89%	86.89%	81.72%	86.16%	83.14%	
MR-3	Out of Service Cleared within 24 Hours												
MR-3	Basic Rate ISDN, %	D		97.87%		96.40%		97.40%		97.25%		94.90%	a b c d e
MR-3	Basic Rate ISDN, %	ND		100%		100%		100%		100%		100%	a b c d e
MR-3	Business, %	D	100%	94.34%	100%	94.40%	85.71%	94.75%	100%	91.18%	73.33%	81.74%	b c
MR-3	Business, %	ND	100%	99.50%	100%	95.25%		99.06%		97.44%	100%	89.85%	a b c d e
MR-3	Centrex 21, %	D	100%	95.21%	100%	95.20%		94.53%	100%	91.43%	100%	82.64%	a b c d e
MR-3	Centrex 21, %	ND		99.35%	100%	97.39%		98.37%		96.94%	100%	88.48%	a b c d e
MR-3	Centrex, %	D		98.18%		91.23%		92.19%		92.86%		76.04%	a b c d e
MR-3	Centrex, %	ND		100%		100%		100%		100%		55.56%	a b c d e
MR-3	Line Sharing, %	D	67.86%	93.27%	84.21%	92.54%	95.45%	93.23%	83.72%	90.24%	86.00%	77.43%	
MR-3	Line Sharing, %	ND	100%	98.44%	85.71%	96.28%	100%	96.62%	100%	96.86%	88.89%	89.29%	b c
MR-3	PBX, %	D		88.89%	100%	93.75%	100%	98.46%		98.59%	100%	85.15%	a b c d e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-3	PBX, %	ND	100%	100%		100%	100%	98.91%	100%	99.16%		98.37%	a b c d e
MR-3	Qwest DSL, %		100%	93.26%	100%	95.63%	100%	94.27%		91.82%		92.61%	a b c d e
MR-3	Residence, %	D	97.26%	93.12%	98.11%	92.31%	96.97%	93.05%	95.45%	90.12%	95.31%	76.92%	
MR-3	Residence, %	ND	100%	98.26%	100%	96.44%	90.91%	96.26%	100%	96.78%	83.33%	89.20%	a b d e
MR-3	UBL - 2-wire, %		100%	99.16%	100%	98.18%	100%	99.01%	96.77%	98.81%	100%	97.49%	a
MR-3	UBL - ADSL Qualified, %			93.26%		95.63%		94.27%	100%	91.82%		92.61%	a b c d e
MR-3	UBL Analog, %		100%	93.88%	100%	92.96%	99.63%	93.58%	96.83%	91.00%	96.17%	78.66%	
MR-3	UBL ISDN Capable, %		100%	99.15%	100%	98.17%	95.00%	99.01%	100%	98.81%	100%	97.79%	
MR-3	UNE P, POTS, %	D	95.16%	93.27%	97.70%	92.54%	96.05%	93.23%	94.95%	90.24%	91.28%	77.43%	
MR-3	UNE P, POTS, %	ND	100%	98.44%	98.15%	96.28%	100%	96.62%	95.37%	96.86%	89.78%	89.29%	
MR-3	UNE P, Centrex 21, %	D	93.33%	95.21%	100%	95.20%	100%	94.53%	91.67%	91.43%	100%	82.64%	c
MR-3	UNE P, Centrex 21, %	ND	100%	99.35%	100%	97.39%	100%	98.37%	100%	96.94%	80.00%	88.48%	a b c d e
MR-3	UNE P, Centrex, %	D		98.18%		91.23%		92.19%		92.86%		76.04%	a b c d e
MR-3	UNE P, Centrex, %	ND		100%		100%		100%		100%		55.56%	a b c d e
MR-4	All Troubles Cleared within 48 Hours												
MR-4	Basic Rate ISDN, %	D		100%		99.10%		100%		98.20%		98.09%	a b c d e
MR-4	Basic Rate ISDN, %	ND		100%		100%		100%		100%		100%	a b c d e
MR-4	Business, %	D	100%	98.77%	100%	98.75%	100%	99.09%	100%	98.57%	94.12%	96.46%	
MR-4	Business, %	ND	100%	99.87%	100%	99.39%	100%	100%		100%	100%	96.51%	a b c d e
MR-4	Centrex 21, %	D	100%	98.66%	100%	98.27%		98.65%	100%	98.80%	100%	96.17%	a b c d e
MR-4	Centrex 21, %	ND		100%	100%	100%		100%		100%	100%	95.76%	a b c d e
MR-4	Centrex, %	D		98.55%		96.92%		98.63%		100%		94.83%	a b c d e
MR-4	Centrex, %	ND		100%		100%		95.24%		100%		93.33%	a b c d e
MR-4	Line Sharing, %	D	93.10%	98.92%	94.74%	99.04%	95.45%	99.20%	97.67%	98.71%	96.08%	96.28%	
MR-4	Line Sharing, %	ND	100%	99.84%	100%	99.71%	100%	99.32%	100%	99.72%	100%	96.96%	b c
MR-4	PBX, %	D		97.44%	100%	98.59%	100%	98.59%		98.80%	100%	96.40%	a b c d e
MR-4	PBX, %	ND	100%	100%		100%	100%	100%	100%	100%		100%	a b c d e
MR-4	Qwest DSL, %		100%	97.62%	100%	99.09%	100%	98.27%	100%	98.35%	85.71%	98.05%	a b c d e
MR-4	Residence, %	D	100%	98.94%	100%	99.07%	100%	99.22%	100%	98.73%	100%	96.26%	
MR-4	Residence, %	ND	100%	99.84%	100%	99.76%	100%	99.21%	100%	99.68%	88.89%	97.04%	c
MR-4	UBL - 2-wire, %		100%	100%	100%	99.55%	100%	100%	100%	99.22%	100%	99.06%	
MR-4	UBL - ADSL Qualified, %			97.62%		99.09%		98.27%	100%	98.35%		98.05%	a b c d e
MR-4	UBL Analog, %		100%	99.07%	100%	99.15%	100%	99.22%	99.80%	98.86%	99.80%	96.38%	
MR-4	UBL ISDN Capable, %		100%	100%	100%	99.54%	97.96%	100%	100%	99.21%	100%	99.05%	

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-4	UNE P, POTS, %	D	99.12%	98.92%	99.26%	99.04%	99.56%	99.20%	99.30%	98.71%	99.31%	96.28%	
MR-4	UNE P, POTS, %	ND	100%	99.84%	100%	99.71%	100%	99.32%	98.22%	99.72%	97.17%	96.96%	
MR-4	UNE P, Centrex 21, %	D	95.00%	98.66%	100%	98.27%	100%	98.65%	92.31%	98.80%	100%	96.17%	
MR-4	UNE P, Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.76%	a b c d e
MR-4	UNE P, Centrex, %	D		98.55%		96.92%		98.63%		100%		94.83%	a b c d e
MR-4	UNE P, Centrex, %	ND		100%		100%		95.24%		100%		93.33%	a b c d e
MR-5	All Troubles Cleared within 4 Hours												
MR-5	DS0, %			74.02%		77.56%		79.25%		75.36%	100%	74.26%	a b c d e
MR-5	DS1, %		66.67%	70.62%	100%	73.48%	100%	68.39%	69.23%	66.57%	57.14%	63.01%	a b c e
MR-5	DS3, %			68.42%		94.74%		94.44%		93.33%		95.65%	a b c d e
MR-5	E911, %		100%	0.00%						100%			a b c d e
MR-5	Frame Relay, %			79.90%		74.14%		80.93%		75.63%		71.62%	a b c d e
MR-5	ISDN Primary, %		100%	92.16%	100%	94.44%		97.52%		87.67%		86.15%	a b c d e
MR-5	LIS Trunk, %		94.74%	84.62%	90.48%	90.91%	86.67%	100%	91.67%	100%	87.50%	100%	
MR-5	UBL - 4-wire, %			70.62%		73.48%		68.39%		66.57%		63.01%	a b c d e
MR-5	UBL - DS1 Capable, %		64.84%	70.62%	67.35%	73.48%	59.81%	68.39%	48.65%	66.57%	50.81%	63.01%	
MR-5	UBL - DS3 Capable, %			68.42%		94.74%		94.44%		93.33%		95.65%	a b c d e
MR-5	UDIT Above DS1 Level, %		50.00%	68.42%	100%	94.74%		94.44%	100%	93.33%		95.65%	a b c d e
MR-5	UDIT DS1, %		100%	70.62%	100%	73.48%	100%	68.39%	87.50%	66.57%	77.78%	63.01%	a b c d e
MR-6	Mean Time to Restore												
MR-6	Basic Rate ISDN, Hrs:Min	D		4:55		5:20		5:05		6:06		7:51	a b c d e
MR-6	Basic Rate ISDN, Hrs:Min	ND		1:05		1:03		0:59		1:04		1:05	a b c d e
MR-6	Business, Hrs:Min	D	9:37	10:06	10:42	9:56	11:03	9:01	11:00	11:02	18:30	15:29	
MR-6	Business, Hrs:Min	ND	1:12	2:34	1:29	3:43	0:48	2:44		3:57	3:50	6:46	a b c d e
MR-6	Centrex 21, Hrs:Min	D	20:04	9:51	2:09	10:06		9:02	13:40	10:51	3:10	15:24	a b c d e
MR-6	Centrex 21, Hrs:Min	ND		3:24	0:49	3:17		2:48		3:43	7:58	6:53	a b c d e
MR-6	Centrex, Hrs:Min	D		8:50		13:10		12:16		10:24		16:54	a b c d e
MR-6	Centrex, Hrs:Min	ND		3:51		1:32		8:39		2:06		11:32	a b c d e
MR-6	DS0, Hrs:Min			2:58		3:24		3:07		3:16	2:25	3:28	a b c d e
MR-6	DS1, Hrs:Min		2:58	3:23	2:07	3:22	1:43	3:42	3:53	3:52	3:46	4:32	a b c e
MR-6	DS3, Hrs:Min			3:49		2:19		1:14		1:20		0:51	a b c d e
MR-6	E911, Hrs:Min		0:23	6:50						1:40			a b c d e
MR-6	Frame Relay, Hrs:Min			2:40		3:17		2:55		3:00		3:41	a b c d e
MR-6	ISDN Primary, Hrs:Min		0:41	1:43	0:11	1:31				1:49		2:11	a b c d e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-6	Line Sharing, Hrs:Min	D	22:05	12:14	12:31	12:25	11:45	12:02	14:21	13:18	13:16	18:03	
MR-6	Line Sharing, Hrs:Min	ND	6:20	4:41	7:33	4:47	3:31	4:56	7:20	5:21	6:12	7:51	b c
MR-6	LIS Trunk, Hrs:Min		1:04	1:44	2:03	1:51	1:12	1:00	2:26	1:18	1:50	0:56	
MR-6	PBX, Hrs:Min	D		9:34	20:33	8:32	1:41	8:30		9:44	18:36	13:42	a b c d e
MR-6	PBX, Hrs:Min	ND	0:02	1:49		1:27	0:18	1:41	0:24	2:53		2:41	a b c d e
MR-6	Qwest DSL, Hrs:Min		15:57	7:22	0:52	5:57	4:34	8:03	1:17	6:27	14:50	7:58	a b c d e
MR-6	Residence, Hrs:Min	D	7:36	12:31	6:28	12:42	7:39	12:22	9:10	13:35	10:25	18:20	
MR-6	Residence, Hrs:Min	ND	1:41	5:04	4:30	4:57	5:17	5:16	3:29	5:33	7:25	8:03	e
MR-6	UBL - 2-wire, Hrs:Min		3:51	2:36	3:13	3:12	3:09	2:33	4:40	3:15	4:22	4:24	
MR-6	UBL - 4-wire, Hrs:Min			3:23		3:22		3:42		3:52		4:32	a b c d e
MR-6	UBL - ADSL Qualified, Hrs:Min			7:22		5:57		8:03	2:41	6:27		7:58	a b c d e
MR-6	UBL - DSL Capable, Hrs:Min		3:43	3:23	3:50	3:22	4:35	3:42	5:28	3:52	5:36	4:32	
MR-6	UBL - DS3 Capable, Hrs:Min			3:49		2:19		1:14		1:20		0:51	a b c d e
MR-6	UBL Analog, Hrs:Min		2:50	10:59	3:21	11:12	4:36	10:58	7:03	12:07	6:02	16:39	
MR-6	UBL ISDN Capable, Hrs:Min		3:35	2:34	3:17	3:09	5:38	2:26	4:24	3:12	4:29	4:20	
MR-6	UDIT Above DSL Level, Hrs:Min		5:40	3:49	0:11	2:19		1:14	0:16	1:20		0:51	a b c d e
MR-6	UDIT DSL, Hrs:Min		1:21	3:23	2:01	3:22	2:43	3:42	2:14	3:52	2:34	4:32	a b c d e
MR-6	UNE P, POTS, Hrs:Min	D	11:11	12:14	9:25	12:25	9:46	12:02	11:10	13:18	12:18	18:03	
MR-6	UNE P, POTS, Hrs:Min	ND	2:30	4:41	2:37	4:47	2:09	4:56	7:14	5:21	6:02	7:51	
MR-6	UNE P, Centrex 21, Hrs:Min	D	10:55	9:51	5:29	10:06	6:40	9:02	22:50	10:51	8:37	15:24	
MR-6	UNE P, Centrex 21, Hrs:Min	ND	0:53	3:24	0:53	3:17	3:16	2:48	1:29	3:43	8:22	6:53	a b c d e
MR-6	UNE P, Centrex, Hrs:Min	D		8:50		13:10		12:16		10:24		16:54	a b c d e
MR-6	UNE P, Centrex, Hrs:Min	ND		3:51		1:32		8:39		2:06		11:32	a b c d e
MR-7	Repair Repeat Report Rate	D		12.77%		17.12%		8.86%		11.71%		10.19%	a b c d e
MR-7	Basic Rate ISDN, %	ND		12.50%		9.91%		12.60%		11.72%		14.72%	a b c d e
MR-7	Basic Rate ISDN, %	D	8.33%	13.09%	23.08%	14.27%	16.67%	12.69%	22.22%	13.94%	0.00%	16.49%	
MR-7	Business, %	ND	40.00%	11.94%	0.00%	12.20%	0.00%	11.73%		12.73%	0.00%	12.39%	a b c d e
MR-7	Business, %	D	0.00%	10.90%	66.67%	11.86%		13.02%	0.00%	12.76%	0.00%	14.81%	a b c d e
MR-7	Centrex 21, %	ND		11.37%	0.00%	11.11%		10.30%		8.10%	0.00%	11.86%	a b c d e
MR-7	Centrex 21, %	D		11.43%		8.96%		10.81%		10.42%		20.49%	a b c d e
MR-7	Centrex, %	ND		3.85%		9.09%		19.05%		21.74%		13.33%	a b c d e
MR-7	Centrex, %	D		13.30%		14.90%		14.22%		15.61%	0.00%	16.17%	a b c d e
MR-7	DS0, %												
MR-7	DS1, %		0.00%	15.66%	33.33%	17.92%	0.00%	19.03%	15.38%	16.75%	42.86%	23.21%	a b c e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7	DS3, %			10.53%		15.79%		16.67%		13.33%		4.35%	a b c d e
MR-7	E911, %		0.00%	0.00%						0.00%			a b c d e
MR-7	EELs, %		8.70%		33.33%		25.00%		9.38%		34.00%		
MR-7	Frame Relay, %			18.18%		17.24%		14.41%		19.30%		20.81%	a b c d e
MR-7	ISDN Primary, %		0.00%	5.88%	0.00%	3.70%		3.31%		5.48%		9.23%	a b c d e
MR-7	Line Sharing, %	D	43.75%	25.90%	38.10%	24.89%	14.81%	22.86%	17.78%	23.63%	21.05%	22.24%	
MR-7	Line Sharing, %	ND	38.10%	17.97%	22.22%	18.55%	40.00%	17.97%	26.67%	19.53%	30.00%	20.68%	b c
MR-7	LIS Trunk, %		21.05%	7.69%	4.76%	0.00%	6.67%	0.00%	25.00%	0.00%	6.25%	16.67%	
MR-7	PBX, %	D		5.00%	0.00%	4.23%	100%	16.22%		10.84%	0.00%	13.51%	a b c d e
MR-7	PBX, %	ND	0.00%	7.27%		3.90%	0.00%	11.22%	0.00%	5.43%		16.41%	a b c d e
MR-7	Qwest DSL, %		33.33%	20.07%	50.00%	20.15%	28.57%	19.55%	0.00%	20.54%	14.29%	21.23%	a b c d e
MR-7	Residence, %	D	7.59%	12.70%	4.76%	12.98%	9.59%	13.92%	16.44%	14.54%	9.09%	16.93%	
MR-7	Residence, %	ND	21.43%	10.84%	25.00%	10.74%	22.22%	13.19%	19.05%	10.31%	11.11%	12.93%	e
MR-7	UBL - 2-wire, %		6.67%	12.61%	7.41%	13.51%	4.76%	11.17%	14.63%	11.72%	20.00%	12.50%	
MR-7	UBL - 4-wire, %			15.66%		17.92%		19.03%		16.75%		23.21%	a b c d e
MR-7	UBL - ADSL Qualified, %			20.07%		20.15%		19.55%	0.00%	20.54%		21.23%	a b c d e
MR-7	UBL - DS1 Capable, %		18.68%	15.66%	23.47%	17.92%	16.82%	19.03%	16.89%	16.75%	23.24%	23.21%	
MR-7	UBL - DS3 Capable, %			10.53%		15.79%		16.67%		13.33%		4.35%	a b c d e
MR-7	UBL Analog, %		8.04%	12.46%	8.72%	12.78%	9.15%	13.67%	10.73%	13.91%	9.49%	16.35%	
MR-7	UBL ISDN Capable, %		21.74%	12.71%	21.88%	13.76%	14.29%	11.39%	22.22%	11.86%	21.05%	12.62%	
MR-7	UDIT Above DS1 Level, %		0.00%	10.53%	50.00%	15.79%		16.67%	0.00%	13.33%		4.35%	a b c d e
MR-7	UDIT DS1, %		0.00%	15.66%	0.00%	17.92%	0.00%	19.03%	0.00%	16.75%	11.11%	23.21%	a b c d e
MR-7	UNE P, POTS, %	D	12.25%	12.75%	9.38%	13.12%	10.23%	13.79%	10.93%	14.48%	13.68%	16.89%	
MR-7	UNE P, POTS, %	ND	11.86%	11.01%	8.94%	10.93%	9.52%	12.99%	9.33%	10.63%	18.66%	12.85%	
MR-7	UNE P, Centrex 21, %	D	20.00%	10.90%	10.53%	11.86%	22.22%	13.02%	7.69%	12.76%	14.29%	14.81%	
MR-7	UNE P, Centrex 21, %	ND	20.00%	11.37%	14.29%	11.11%	16.67%	10.30%	20.00%	8.10%	0.00%	11.86%	a b c d e
MR-7	UNE P, Centrex, %	D		11.43%		8.96%		10.81%		10.42%		20.49%	a b c d e
MR-7	UNE P, Centrex, %	ND		3.85%		9.09%		19.05%		21.74%		13.33%	a b c d e
MR-7*	Basic Rate ISDN, %	D		13.75%		15.31%		10.45%		9.52%			a b c d e
MR-7*	Basic Rate ISDN, %	ND		7.27%		14.63%		14.71%		10.87%			a b c d e
MR-7*	Business, %	D	8.33%	12.94%	16.67%	13.97%	10.00%	12.91%	21.43%	14.23%			c e
MR-7*	Business, %	ND	40.00%	14.55%	0.00%	14.50%	0.00%	14.18%		13.83%			a b c d e
MR-7*	Centrex 21, %	D	0.00%	10.53%	66.67%	12.10%		13.46%	0.00%	12.13%			a b c d e
MR-7*	Centrex 21, %	ND		11.92%		13.01%		12.41%		6.50%			a b c d e

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7*	Centrex, %	D		9.84%		9.43%		8.96%		9.41%			abcde
MR-7*	Centrex, %	ND		0.00%		6.25%		18.18%		25.00%			abcde
MR-7*	DS0, %			12.27%		15.12%		12.95%		15.21%			abcde
MR-7*	DS1, %		0.00%	15.60%	100%	18.95%	0.00%	20.34%	22.22%	17.33%			abcde
MR-7*	DS3, %			7.14%		13.33%		25.00%		19.05%			abcde
MR-7*	E911, %			0.00%						0.00%			abcde
MR-7*	EELs, %		8.70%		30.00%		30.77%		11.11%				c
MR-7*	Frame Relay, %			17.79%		18.18%		14.44%		20.00%			abcde
MR-7*	ISDN Primary, %			3.23%		4.00%		6.45%		5.26%			abcde
MR-7*	Line Sharing, %	D	38.46%	26.43%	40.00%	27.63%	14.29%	24.19%	12.82%	24.83%			c
MR-7*	Line Sharing, %	ND	30.00%	17.79%	33.33%	19.91%	50.00%	19.82%	0.00%	20.33%			abcde
MR-7*	LIS Trunk, %		26.67%	10.00%	5.26%	0.00%	0.00%	0.00%	21.43%	0.00%			cc
MR-7*	PBX, %	D		6.15%		4.84%		15.25%		10.96%			abcde
MR-7*	PBX, %	ND	0.00%	9.62%		4.17%		14.29%	0.00%	5.13%			abcde
MR-7*	Qwest DSL, %		50.00%	20.10%	40.00%	21.85%	33.33%	21.22%	0.00%	21.42%			c
MR-7*	Residence, %	D	7.69%	12.45%	4.84%	12.83%	10.00%	13.79%	16.90%	14.34%			abc
MR-7*	Residence, %	ND	14.29%	11.34%	14.29%	11.15%	21.43%	14.80%	25.00%	10.17%			c
MR-7*	UBL - 2-wire, %		7.14%	11.11%	11.11%	15.11%	7.14%	11.88%	8.57%	9.93%			abcde
MR-7*	UBL - 4-wire, %			15.60%		18.95%		20.34%		17.33%			abcde
MR-7*	UBL - ADSL Qualified, %			20.10%		21.85%		21.22%	0.00%	21.42%			abcde
MR-7*	UBL - DS1 Capable, %		19.74%	15.60%	25.00%	18.95%	18.39%	20.34%	18.90%	17.33%			c
MR-7*	UBL - DS3 Capable, %			7.14%		13.33%		25.00%		19.05%			abcde
MR-7*	UBL Analog, %		6.57%	12.44%	9.50%	12.82%	9.24%	13.79%	11.80%	13.98%			c
MR-7*	UBL ISDN Capable, %		20.00%	11.19%	20.69%	15.44%	15.79%	12.37%	24.39%	10.14%			c
MR-7*	UDIT Above DS1 Level, %		0.00%	7.14%	50.00%	13.33%		25.00%		19.05%			abcde
MR-7*	UDIT DS1, %		0.00%	15.60%	0.00%	18.95%	0.00%	20.34%	0.00%	17.33%			c
MR-7*	UNE P, POTS, %	D	12.77%	12.50%	8.75%	12.95%	9.82%	13.70%	10.98%	14.33%			c
MR-7*	UNE P, POTS, %	ND	10.45%	11.91%	10.00%	11.66%	8.33%	14.70%	8.33%	10.71%			c
MR-7*	UNE P, Centrex 21, %	D	20.00%	10.53%	6.25%	12.10%	22.22%	13.46%					abcde
MR-7*	UNE P, Centrex 21, %	ND	0.00%	11.92%	25.00%	13.01%	25.00%	12.41%	25.00%	6.50%			abcde
MR-7*	UNE P, Centrex, %	D		9.84%		9.43%		8.96%		9.41%			abcde
MR-7*	UNE P, Centrex, %	ND		0.00%		6.25%		18.18%		25.00%			abcde
MR-8	Trouble Rate												
MR-8	Basic Rate ISDN, %		0.00%	1.04%	0.00%	0.98%	0.00%	0.92%	0.00%	1.16%	0.00%	1.46%	

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-8	Business, %		0.59%	0.92%	0.59%	0.86%	0.53%	0.89%	0.63%	1.20%	0.72%	1.41%	
MR-8	Centrex 21, %		0.53%	0.74%	2.01%	0.71%	0.00%	0.73%	0.53%	1.00%	1.60%	1.12%	
MR-8	Centrex, %		0.00%	0.30%	0.00%	0.28%	0.00%	0.30%	0.00%	0.38%	0.00%	0.44%	a b c d e
MR-8	DS0, %		0.00%	0.51%	0.00%	0.50%	0.00%	0.55%	0.00%	0.71%	1.09%	0.76%	
MR-8	DS1, %		2.56%	2.33%	2.54%	2.18%	1.69%	2.48%	11.40%	3.43%	6.36%	3.91%	
MR-8	DS3, %		0.00%	0.54%	0.00%	0.53%	0.00%	0.51%	0.00%	0.83%	0.00%	0.65%	a b c d e
MR-8	E911, %		0.73%	0.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	
MR-8	EELs, %		7.23%		5.79%		3.82%		7.32%		10.25%		
MR-8	Frame Relay, %		0.00%	1.91%	0.00%	1.60%	0.00%	2.20%	0.00%	2.95%	0.00%	3.46%	a b c d e
MR-8	ISDN Primary, %		0.24%	0.04%	0.24%	0.05%	0.00%	0.12%	0.00%	0.07%	0.00%	0.06%	
MR-8	Line Sharing, %		1.72%	1.40%	0.89%	1.44%	0.96%	1.52%	1.39%	2.04%	1.68%	2.51%	
MR-8	LIS Trunk, %		0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	
MR-8	PBX, %		0.14%	0.19%	0.07%	0.16%	0.15%	0.19%	0.08%	0.24%	0.08%	0.27%	
MR-8	Qwest DSL, %		2.14%	3.22%	4.48%	3.02%	5.00%	2.86%	1.42%	4.17%	3.89%	3.10%	
MR-8	Residence, %		1.31%	1.51%	1.13%	1.58%	1.79%	1.67%	2.07%	2.23%	2.39%	2.77%	
MR-8	UBL - 2-wire, %		0.55%	1.04%	1.00%	0.98%	0.77%	0.92%	1.50%	1.16%	1.46%	1.46%	
MR-8	UBL - 4-wire, %			2.33%		2.18%		2.48%		3.43%		3.91%	a b c d e
MR-8	UBL - ADSL Qualified, %		0.00%	3.22%	0.00%	3.02%	0.00%	2.86%	22.22%	4.17%	0.00%	3.10%	a b c d e
MR-8	UBL - DS1 Capable, %		5.02%	2.33%	5.09%	2.18%	5.33%	2.48%	6.93%	3.43%	8.37%	3.91%	
MR-8	UBL - DS3 Capable, %			0.54%		0.53%		0.51%		0.83%		0.65%	a b c d e
MR-8	UBL Analog, %		0.94%	1.40%	0.97%	1.44%	1.02%	1.52%	1.56%	2.04%	1.56%	2.51%	
MR-8	UBL ISDN Capable, %		0.93%	1.94%	1.28%	1.81%	1.94%	1.70%	1.77%	2.16%	2.25%	2.72%	
MR-8	UDIT Above DS1 Level, %		1.82%	0.54%	1.80%	0.53%	0.00%	0.51%	0.92%	0.83%	0.00%	0.65%	
MR-8	UDIT DS1, %		0.39%	2.33%	0.38%	2.18%	0.36%	2.48%	0.68%	3.43%	0.75%	3.91%	
MR-8	UNE P, POTS, %		1.11%	1.40%	1.12%	1.44%	1.15%	1.52%	1.54%	2.04%	2.02%	2.51%	
MR-8	UNE P, Centrex 21, %		0.90%	0.74%	0.96%	0.71%	0.90%	0.73%	0.92%	1.00%	1.24%	1.12%	
MR-8	UNE P, Centrex, %			0.30%		0.28%		0.30%	0.00%	0.38%	0.00%	0.44%	a b c
MR-9	Repair Appointments Met												
MR-9	Basic Rate ISDN, %	D		100%		100%		100%		100%		0.00%	a b c d e
MR-9	Basic Rate ISDN, %	ND		100%		100%		100%		100%		100%	a b c d e
MR-9	Business, %	D	100%	92.17%	84.62%	92.43%	91.67%	92.33%	100%	88.29%	88.24%	89.76%	
MR-9	Business, %	ND	100%	98.56%	100%	97.56%	100%	99.70%		97.66%	100%	95.49%	a b c d e
MR-9	Centrex 21, %	D	100%	92.20%	100%	91.92%		91.32%	100%	84.91%	100%	88.30%	a b c d e
MR-9	Centrex 21, %	ND		97.99%	100%	97.33%		98.28%		97.51%	100%	95.76%	a b c d e

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-9	Centrex, %	D		94.29%		85.07%		93.24%		80.21%		78.33%	a b c d e
MR-9	Centrex, %	ND		100%		95.45%		90.48%		100%		92.86%	a b c d e
MR-9	PBX, %	D		85.11%	100%	91.30%		92.59%		80.00%	100%	89.16%	a b c d e
MR-9	PBX, %	ND	100%	100%		100%		100%		100%		100%	a b c d e
MR-9	Residence, %	D	97.47%	95.08%	98.41%	94.96%	98.63%	95.35%	97.26%	94.89%	94.81%	92.82%	
MR-9	Residence, %	ND	100%	98.91%	100%	98.83%	94.44%	98.60%	95.24%	98.17%	88.89%	97.52%	e
MR-9	UNE P, POTS, %	D	92.02%	94.74%	94.71%	94.68%	93.53%	95.03%	91.33%	94.18%	95.02%	92.51%	
MR-9	UNE P, POTS, %	ND	97.46%	98.85%	98.37%	98.66%	99.32%	98.75%	95.56%	98.11%	96.13%	97.22%	
MR-11	LNP Trouble Reports Cleared												
MR-11B	w/in 48 Hrs - All Volumes, LNP, %			99.84%		99.71%	100%	99.32%	100%	99.72%	100%	96.96%	a b c d e
NETWORK PERFORMANCE													
NI-1	Trunk Blocking												
NI-1A	Qwest Tandem Offices, LIS Trunk, %		0.00%	0.04%	0.00%	0.00%	0.01%	0.00%	0.00%	0.07%	0.05%	0.00%	
NI-1B	Qwest End Offices, LIS Trunk, %		0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.04%	0.01%	0.00%	
NI-1C	Qwest Tandem Offices, LIS Trunk, %		0.12%	0.04%	0.02%	0.00%	0.01%	0.00%	0.48%	0.07%	0.07%	0.00%	
NI-1D	Qwest End Offices, LIS Trunk, %		0.11%	0.00%	0.05%	0.00%	0.00%	0.00%	0.27%	0.04%	0.01%	0.00%	
NP-1	NXX Code Activation												
NP-1A	All, %				100%				100%			100%	a b c d e
ORDER ACCURACY													
OA-1	All, %		99.74%		99.39%		99.63%		99.71%		99.85%		
ORDERING AND PROVISIONING													
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center												
OP-2	All, %		94.48%	82.35%	83.91%	72.90%	96.80%	71.50%	91.92%	68.83%	96.12%	64.47%	
OP-3	Installation Commitments Met												
OP-3	Basic Rate ISDN, %	D		100%		75.00%		33.33%					a b c d e
OP-3	Basic Rate ISDN, %	ND						100%					a b c d e
OP-3	Basic Rate ISDN, %			89.47%		83.61%	100%	87.04%		82.19%		87.21%	a b c d e
OP-3	Business, %	D	100%	95.85%	93.33%	96.12%	100%	95.82%	94.44%	96.14%	100%	95.45%	
OP-3	Business, %	ND	100%	98.40%	100%	98.34%	100%	98.00%	100%	97.36%	100%	98.16%	a
OP-3	Centrex 21, %	D		93.54%	100%	95.41%		91.99%		94.43%	100%	93.65%	a b c d e
OP-3	Centrex 21, %	ND		98.10%		98.90%		95.27%		97.93%		97.98%	a b c d e
OP-3	Centrex, %	D		91.49%		87.50%		90.91%		89.58%		79.41%	a b c d e
OP-3	Centrex, %	ND		87.50%		66.67%		50.00%		52.94%		100%	a b c d e
OP-3	DS0, %	D		100%		0.00%							a b c d e

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-3	DS0, %	ND									100%		a b c d e
OP-3	DS0, %		100%	71.43%		86.44%		85.84%		64.71%		83.78%	a b c d e
OP-3	DS1, %			86.03%	100%	89.33%		90.76%		90.32%		87.64%	a b c d e
OP-3	DS3, %			86.00%		97.06%		95.35%		87.30%		92.86%	a b c d e
OP-3	E911, %			100%							100%		a b c d e
OP-3	EELs, %		94.23%		89.80%		85.71%		89.29%		90.74%		
OP-3	Frame Relay, %			83.82%		69.32%		84.91%		80.54%		82.52%	a b c d e
OP-3	ISDN Primary, %	D											a b c d e
OP-3	ISDN Primary, %	ND		66.67%		100%		100%		100%		100%	a b c d e
OP-3	ISDN Primary, %		0.00%	58.49%		54.11%		79.21%		82.61%		69.19%	a b c d e
OP-3	Line Sharing, %	D		97.09%		97.61%		97.98%		97.57%		96.96%	a b c d e
OP-3	Line Sharing, %	ND	100%	99.48%	99.63%	99.61%	99.72%	99.66%	99.58%	99.66%	99.28%	99.56%	
OP-3	Line Sharing, %		100%	100%	96.77%	100%	95.45%	100%	97.92%	95.00%	100%	87.50%	
OP-3	LIS Trunk, %	D		91.67%		85.71%		94.44%		92.86%		91.67%	a b c d e
OP-3	PBX, %	ND		100%		100%		100%		100%		100%	a b c d e
OP-3	PBX, %			73.81%		64.86%		78.43%		62.22%		75.68%	a b c d e
OP-3	PBX, %	D		97.89%		97.71%	100%	97.37%	100%	97.72%	100%	97.96%	a b c d e
OP-3	Qwest DSL, %	ND	80.00%	99.53%	100%	99.37%	100%	99.64%	100%	99.71%	100%	99.82%	a b c
OP-3	Qwest DSL, %			92.31%		84.62%		91.67%		95.24%		84.00%	a b c d e
OP-3	Qwest DSL, %												
OP-3	Residence, %	D	99.54%	97.40%	99.46%	97.93%	99.49%	98.45%	100%	97.90%	98.84%	97.29%	
OP-3	Residence, %	ND	99.64%	99.50%	100%	99.64%	100%	99.71%	100%	99.73%	100%	99.59%	
OP-3	UBL - 2-wire, %		100%	89.62%	100%	83.47%	100%	86.23%	100%	82.19%	100%	87.21%	
OP-3	UBL - 4-wire, %			86.03%		89.33%		90.76%		90.32%		87.64%	a b c d e
OP-3	UBL - 4-wire, %			97.67%		97.72%		97.37%		97.73%		97.77%	a b c d e
OP-3	UBL - ADSL Qualified, %		98.44%	86.03%	95.80%	89.33%	99.19%	90.76%	99.35%	90.32%	96.15%	87.64%	
OP-3	UBL - DS1 Capable, %			86.00%		97.06%		95.35%		87.30%		92.86%	a b c d e
OP-3	UBL - DS3 Capable, %		98.96%	97.09%	99.29%	97.61%	97.42%	97.98%	99.66%	97.57%	99.28%	96.96%	
OP-3	UBL Analog, %		82.76%		86.05%		82.76%		84.25%		86.96%		
OP-3	UBL Conditioned, %		100%	89.86%	98.98%	83.61%	96.33%	87.04%	98.06%	82.19%	100%	87.21%	
OP-3	UBL ISDN Capable, %		100%	86.00%	100%	97.06%	100%	95.35%	100%	87.30%		92.86%	a b c d e
OP-3	UDIT Above DS1 Level, %		100%	86.03%	100%	89.33%	98.57%	90.76%	100%	90.32%	100%	87.64%	
OP-3	UDIT DS1, %		100%	86.03%	100%	89.33%	98.57%	90.76%	100%	90.32%	100%	87.64%	
OP-3	UNE P, POTS, %	D	97.27%	97.09%	99.71%	97.61%	98.04%	97.98%	99.25%	97.57%	97.93%	96.96%	
OP-3	UNE P, POTS, %	ND	99.96%	99.48%	99.97%	99.61%	99.91%	99.66%	99.96%	99.66%	99.97%	99.56%	
OP-3	UNE P, Centrex 21, %	D	100%	93.54%	100%	95.41%	100%	91.99%	100%	94.43%	100%	93.65%	a b c d e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-3	UNE P, Centrex 21, %	ND	100%	98.10%		98.90%	100%	95.27%	96.88%	97.93%	100%	97.98%	a b
OP-3	UNE P, Centrex, %	D		91.49%		87.50%		90.91%		89.58%		79.41%	a b c d e
OP-3	UNE P, Centrex, %	ND		87.50%		66.67%		50.00%		52.94%		100%	a b c d e
OP-4	Installation Interval												
OP-4	Basic Rate ISDN, Avg Days	D		2.00		5.50		8.00					a b c d e
OP-4	Basic Rate ISDN, Avg Days	ND						2.00					a b c d e
OP-4	Basic Rate ISDN, Avg Days			8.41		7.51	4.33	7.31		11.83		11.17	a b c d e
OP-4	Business, Avg Days	D	8.80	5.64	4.63	5.80	3.43	5.54	4.00	6.27	3.14	5.91	
OP-4	Business, Avg Days	ND	4.00	3.17	0.75	2.96	2.29	3.05	2.55	3.48	1.40	3.21	a b c
OP-4	Centrex 21, Avg Days	D		7.79	3.00	7.42		6.93		6.11	5.00	8.23	a b c d e
OP-4	Centrex 21, Avg Days	ND		3.59		3.60		3.51		3.03		3.32	a b c d e
OP-4	Centrex, Avg Days	D		5.75		7.45		5.27		5.20		6.62	a b c d e
OP-4	Centrex, Avg Days	ND		2.50		3.00		4.00		5.57		5.86	a b c d e
OP-4	DS0, Avg Days	D		1.50		5.00							a b c d e
OP-4	DS0, Avg Days	ND										0.00	a b c d e
OP-4	DS0, Avg Days		4.00	8.18		12.20		8.41		9.16		6.92	a b c d e
OP-4	DS1, Avg Days			12.84	4.67	12.03		13.24		13.63		12.83	a b c d e
OP-4	DS3, Avg Days			9.64		9.01		10.00		13.72		13.48	a b c d e
OP-4	E911, Avg Days			24.75		25.67	33.00	30.67	12.00		11.00	17.00	a b c d e
OP-4	EELs, Avg Days		5.38		5.55		5.93		5.40		6.06		
OP-4	Frame Relay, Avg Days					14.00							a b c d e
OP-4	ISDN Primary, Avg Days	D											a b c d e
OP-4	ISDN Primary, Avg Days	ND		2.33		9.00		3.00		2.67		9.00	a b c d e
OP-4	ISDN Primary, Avg Days			16.80		17.91		15.25		12.27		18.86	a b c d e
OP-4	ISDN Primary, Avg Days			5.38		5.57		5.43		5.36		5.58	a b c d e
OP-4	Line Sharing, Avg Days	D											
OP-4	Line Sharing, Avg Days	ND	2.99	3.45	2.99	3.35	3.01	3.34	3.01	3.34	2.99	3.31	
OP-4	LIS Trunk, Avg Days		11.41	15.33	14.11	15.10	12.98	17.63	12.86	21.96	10.13	19.47	
OP-4	PBX, Avg Days	D		5.17		6.71		4.39		3.79		7.08	a b c d e
OP-4	PBX, Avg Days	ND		2.90		2.67		2.40		2.33		0.00	a b c d e
OP-4	PBX, Avg Days			11.22		13.95		13.26		16.13		12.46	a b c d e
OP-4	Qwest DSL, Avg Days	D		5.41		5.37	5.00	5.24	5.00	5.39	5.88	5.24	a b c d e
OP-4	Qwest DSL, Avg Days	ND	5.25	4.99	4.86	4.90	5.29	4.88	5.47	4.87	5.12	4.90	a b c
OP-4	Qwest DSL, Avg Days			4.50		5.25		6.42		4.90		5.82	a b c d e
OP-4	Residence, Avg Days	D	2.98	5.32	3.08	5.52	2.98	5.40	3.14	5.15	3.17	5.51	

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-4	Residence, Avg Days	ND	2.04	3.45	2.02	3.36	1.85	3.35	2.11	3.34	2.61	3.31	
OP-4	UBL - 2-wire, Avg Days		2.99	8.32	2.90	7.48	3.30	7.25	3.13	11.83	3.11	11.17	
OP-4	UBL - 4-wire, Avg Days			12.84		12.03		13.24		13.63		12.83	a b c d e
OP-4	UBL - ADSL Qualified, Avg Days			5.39		5.36		5.24		5.38		5.26	a b c d e
OP-4	UBL - DS1 Capable, Avg Days		4.38	12.84	5.03	12.03	4.65	13.24	4.71	13.63	5.41	12.83	
OP-4	UBL - DS3 Capable, Avg Days			9.64		9.01		10.00		13.72		13.48	a b c d e
OP-4	UBL Analog, Avg Days		4.94	5.38	4.80	5.57	5.19	5.43	4.98	5.36	4.65	5.58	
OP-4	UBL Conditioned, Avg Days		5.48		6.40		4.41		4.54		4.78		
OP-4	UBL ISDN Capable, Avg Days		3.05	8.43	3.76	7.51	3.96	7.31	3.63	11.83	3.44	11.17	
OP-4	UDIT Above DS1 Level, Avg Days		15.00	9.64	5.33	9.01	10.00	10.00	7.50	13.72	14.00	13.48	a b c d e
OP-4	UDIT DS1, Avg Days		7.85	12.84	5.34	12.03	6.07	13.24	6.60	13.63	4.78	12.83	
OP-4	UNE P, POTS, Avg Days	D	4.07	5.38	3.82	5.57	3.85	5.43	3.52	5.36	3.48	5.58	
OP-4	UNE P, POTS, Avg Days	ND	2.96	3.45	2.90	3.35	2.83	3.34	2.87	3.34	2.92	3.31	
OP-4	UNE P, Centrex 21, Avg Days	D	4.75	7.79	4.50	7.42	5.00	6.93	5.00	6.11	8.67	8.23	a b c d e
OP-4	UNE P, Centrex 21, Avg Days	ND		3.59		3.60	2.73	3.51	3.71	3.03	3.00	3.32	a b d e
OP-4	UNE P, Centrex, Avg Days	D		5.75		7.45		5.27		5.20		6.62	a b c d e
OP-4	UNE P, Centrex, Avg Days	ND		2.50		3.00		4.00		5.57		5.86	a b c d e
OP-5	New Service Installation Quality												
OP-5	Basic Rate ISDN, %			90.29%		93.22%	100%	93.93%	100%	92.93%		92.12%	a b c d e
OP-5	Business, %		94.74%	89.16%	96.30%	90.22%	100%	89.76%	100%	89.61%	100%	89.04%	
OP-5	Centrex 21, %			87.19%	0.00%	86.07%	100%	87.79%		82.99%	100%	82.88%	a b c d e
OP-5	Centrex, %			98.11%		88.24%		93.75%		85.25%		87.72%	a b c d e
OP-5	DS0, %		100%	97.56%	100%	84.75%		97.80%		84.42%		87.80%	a b c d e
OP-5	DS1, %			93.18%	100%	94.36%	100%	93.95%		92.60%		92.65%	a b c d e
OP-5	DS3, %			98.94%		100%		98.33%		100%		95.24%	a b c d e
OP-5	E911, %			100%		100%	100%	100%	100%	100%	100%	100%	a b c d e
OP-5	EELs, %		83.93%		90.74%		94.44%		88.89%		91.11%		
OP-5	Frame Relay, %			93.13%		96.61%		95.49%		91.07%		93.63%	a b c d e
OP-5	ISDN Primary, %		100%	96.04%	100%	95.56%		95.16%		94.00%		96.63%	a b c d e
OP-5	Line Sharing, %		92.33%	88.04%	96.43%	88.39%	97.40%	88.02%	96.07%	87.71%	96.53%	86.10%	
OP-5	LIS Trunk, %		100%	97.67%	100%	100%	97.56%	100%	100%	98.28%	94.12%	100%	
OP-5	PBX, %			97.26%		91.43%		94.81%		85.00%		87.30%	a b c d e
OP-5	Qwest DSL, %		100%	99.97%	100%	99.97%	100%	99.97%	100%	99.92%	100%	99.98%	a b c
OP-5	Residence, %		96.86%	87.92%	92.86%	88.21%	90.83%	87.86%	92.41%	87.52%	90.35%	85.82%	

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-5	UBL - 2-wire, %		98.18%	90.29%	94.90%	93.22%	95.37%	93.93%	92.66%	92.93%	97.20%	92.12%	
OP-5	UBL - 4-wire, %			93.18%		94.36%		93.95%		92.60%		92.65%	a b c d e
OP-5	UBL - ADSL Qualified, %			99.87%		99.87%		99.87%		99.63%		99.89%	a b c d e
OP-5	UBL - DS1 Capable, %		91.03%	93.18%	90.00%	94.36%	86.03%	93.95%	89.29%	92.60%	86.81%	92.65%	
OP-5	UBL - DS3 Capable, %			98.94%		100%		98.33%		100%		95.24%	a b c d e
OP-5	UBL Analog, %		98.02%	69.66%	95.87%	69.51%	95.73%	68.78%	95.19%	67.79%	96.62%	62.76%	
OP-5	UBL ISDN Capable, %		95.10%	90.00%	97.03%	93.10%	97.14%	93.81%	97.20%	92.82%	90.91%	92.12%	
OP-5	UDIT Above DS1 Level, %		100%	98.94%	100%	100%	100%	98.33%	100%	100%	100%	95.24%	a b c d e
OP-5	UDIT DS1, %		100%	93.18%	100%	94.36%	98.04%	93.95%	98.48%	92.60%	97.67%	92.65%	
OP-5	UNE P, POTS, %		97.70%	88.04%	98.11%	88.39%	98.03%	88.02%	97.12%	87.71%	96.84%	86.10%	
OP-5	UNE P, Centrex 21, %		100%	87.19%	42.86%	86.07%	96.15%	87.79%	90.48%	82.99%	93.55%	82.88%	a b
OP-5	UNE P, Centrex, %			98.11%		88.24%		93.75%		85.25%		87.72%	a b c d e
OP-6A	Delayed Days for Non-Facility Reasons												
OP-6A	Basic Rate ISDN, Avg Days	D				15.00		4.50					a b c d e
OP-6A	Basic Rate ISDN, Avg Days			15.50		7.42		4.73		11.50		5.82	a b c d e
OP-6A	Business, Avg Days	D	13.67	10.31	8.50	10.54		9.02		6.56		6.61	a b c d e
OP-6A	Business, Avg Days	ND		15.90		6.00		31.33		8.09		4.13	a b c d e
OP-6A	Centrex 21, Avg Days	D		8.81		7.00		8.37		5.00		3.05	a b c d e
OP-6A	Centrex 21, Avg Days	ND		2.75		11.50		3.67		4.00		9.00	a b c d e
OP-6A	Centrex, Avg Days	D		5.20		18.50		2.50		1.75		1.00	a b c d e
OP-6A	Centrex, Avg Days	ND		31.00		3.00		31.00		17.33			a b c d e
OP-6A	DS0, Avg Days	D				2.00							a b c d e
OP-6A	DS0, Avg Days			5.30		18.00		2.92		8.56		14.40	a b c d e
OP-6A	DS1, Avg Days			18.83		14.59		10.64		18.91		10.48	a b c d e
OP-6A	DS3, Avg Days			7.83		14.00		7.00		3.71		5.00	a b c d e
OP-6A	EELs, Avg Days		10.00		3.00		15.50				20.00		a b c d e
OP-6A	Frame Relay, Avg Days			15.82		11.94		12.59		15.94		13.20	a b c d e
OP-6A	ISDN Primary, Avg Days	D											a b c d e
OP-6A	ISDN Primary, Avg Days	ND		1.00									a b c d e
OP-6A	ISDN Primary, Avg Days		3.00	11.14		12.09		11.57		12.06		10.75	a b c d e
OP-6A	Line Sharing, Avg Days	D		7.26	2.00	7.13	2.00	7.12	2.20	5.46	3.00	5.01	a b d e
OP-6A	Line Sharing, Avg Days	ND	7.50	4.73	5.00	5.09	4.50	8.79	3.33	4.88	1.33	3.21	a b c d e
OP-6A	LIS Trunk, Avg Days				6.00		2.00		3.00	2.33		52.00	a b c d e
OP-6A	PBX, Avg Days	D		9.00		15.50		3.00		1.00			a b c d e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-6A	PBX, Avg Days	ND											a b c d e
OP-6A	PBX, Avg Days			9.08		12.81		11.50		15.60		22.38	a b c d e
OP-6A	Qwest DSL, Avg Days	D		2.28		3.14		1.89		4.80		2.16	a b c d e
OP-6A	Qwest DSL, Avg Days	ND	3.00	15.29		3.88		3.73		1.75		3.57	a b c d e
OP-6A	Qwest DSL, Avg Days			3.50		2.50		3.00		2.00		4.00	a b c d e
OP-6A	Residence, Avg Days	D	1.00	5.99	6.00	5.22		5.94	6.00	4.82	7.00	4.27	a b c d e
OP-6A	Residence, Avg Days	ND		3.67		4.93		4.20		3.58		3.12	a b c d e
OP-6A	UBL - 2-wire, Avg Days			15.50		7.80		4.69		11.50		5.82	a b c d e
OP-6A	UBL - 4-wire, Avg Days			18.83		14.59		10.64		18.91		10.48	a b c d e
OP-6A	UBL - ADSL Qualified, Avg Days			2.40		3.14		1.89		4.80		2.14	a b c d e
OP-6A	UBL - DS1 Capable, Avg Days		2.50	18.83	6.33	14.59		10.64		18.91	1.50	10.48	a b c d e
OP-6A	UBL - DS3 Capable, Avg Days			7.83		14.00		7.00		3.71		5.00	a b c d e
OP-6A	UBL Analog, Avg Days		16.00	7.26	10.25	7.13	6.83	7.12	3.33	5.46	5.50	5.01	a b d e
OP-6A	UBL ISDN Capable, Avg Days			20.33	6.00	7.42	2.33	4.73	2.50	11.50		5.82	a b c d e
OP-6A	UDIT Above DS1 Level, Avg Days			7.83		14.00		7.00		3.71		5.00	a b c d e
OP-6A	UDIT DS1, Avg Days			18.83		14.59	2.00	10.64		18.91		10.48	a b c d e
OP-6A	UNE P, POTS, Avg Days	D	4.33	7.26	14.67	7.13	9.86	7.12	3.88	5.46	4.20	5.01	a b c d
OP-6A	UNE P, POTS, Avg Days	ND	1.00	4.73	3.00	5.09	2.44	8.79	2.20	4.88	2.00	3.21	a b c d e
OP-6A	UNE P, Centrex 21, Avg Days	D		8.81		7.00		8.37		5.00		3.05	a b c d e
OP-6A	UNE P, Centrex 21, Avg Days	ND		2.75		11.50		3.67	2.00	4.00		9.00	a b c d e
OP-6A	UNE P, Centrex, Avg Days	D		5.20		18.50		2.50		1.75		1.00	a b c d e
OP-6A	UNE P, Centrex, Avg Days	ND		31.00		3.00		31.00		17.33			a b c d e
OP-6B	Delayed Days for Facility Reasons												
OP-6B	Basic Rate ISDN, Avg Days			24.67		9.70		10.58		15.26		15.67	a b c d e
OP-6B	Business, Avg Days	D		7.50		8.38		7.95	4.00	4.10		5.04	a b c d e
OP-6B	Business, Avg Days	ND		1.00		4.00		4.20		5.50		3.60	a b c d e
OP-6B	Centrex 21, Avg Days	D		6.40		12.20		5.22		1.50		3.00	a b c d e
OP-6B	Centrex 21, Avg Days	ND						1.00					a b c d e
OP-6B	Centrex, Avg Days	D				17.00		2.50		1.00		8.00	a b c d e
OP-6B	Centrex, Avg Days	ND		31.00		32.00		20.00		57.00			a b c d e
OP-6B	DS0, Avg Days			15.40		4.00		22.50		13.00		13.67	a b c d e
OP-6B	DS1, Avg Days			14.67		15.28		13.35		13.47		15.06	a b c d e
OP-6B	DS3, Avg Days			9.50		75.00				4.00		8.50	a b c d e
OP-6B	EELs, Avg Days		2.50		4.00		3.00		40.33		4.67		a b c d e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-6B	Frame Relay, Avg Days			23.00		24.80		18.09		20.47		13.60	abcde
OP-6B	ISDN Primary, Avg Days			12.31		18.77		11.67		5.10		14.77	abcde
OP-6B	Line Sharing, Avg Days	D	9.00	6.83	4.00	6.35	2.00	6.46	5.71	4.97	4.33	4.54	abcde
OP-6B	Line Sharing, Avg Days	ND	5.00	17.43	9.00	1.91	2.00	3.09	4.71	3.15	6.00	2.78	abcde
OP-6B	LIS Trunk, Avg Days												abcde
OP-6B	PBX, Avg Days	D										6.00	abcde
OP-6B	PBX, Avg Days	ND											abcde
OP-6B	PBX, Avg Days			14.67				19.00		17.00		12.00	abcde
OP-6B	Qwest DSL, Avg Days	D				5.00		10.33		7.00		3.00	abcde
OP-6B	Qwest DSL, Avg Days	ND				1.00				4.00			abcde
OP-6B	Residence, Avg Days	D		6.55		5.74	1.00	5.64		5.27	6.00	4.37	abcde
OP-6B	Residence, Avg Days	ND	1.00	19.16		1.78		2.89		2.83		2.64	abcde
OP-6B	UBL - 2-wire, Avg Days			24.67		9.70		10.58		15.26		15.67	abcde
OP-6B	UBL - 4-wire, Avg Days			14.67		15.28		13.35		13.47		15.06	abcde
OP-6B	UBL - ADSL Qualified, Avg Days					5.00		10.33		7.00		3.00	abcde
OP-6B	UBL - DS1 Capable, Avg Days			14.67	3.00	15.28	9.00	13.35	7.00	13.47	12.33	15.06	abcde
OP-6B	UBL - DS3 Capable, Avg Days			9.50		75.00				4.00		8.50	abcde
OP-6B	UBL Analog, Avg Days		16.00	6.83		6.35	11.25	6.46	21.00	4.97		4.54	abcde
OP-6B	UBL ISDN Capable, Avg Days			24.67		9.70	6.00	10.58	9.00	15.26		15.67	abcde
OP-6B	UDIT Above DS1 Level, Avg Days			9.50		75.00				4.00		8.50	abcde
OP-6B	UDIT DS1, Avg Days			14.67		15.28		13.35		13.47		15.06	abcde
OP-6B	UNE P, POTS, Avg Days	D	14.00	6.83		6.35	7.67	6.46	1.00	4.97	3.33	4.54	abcde
OP-6B	UNE P, POTS, Avg Days	ND	1.00	17.43		1.91	1.00	3.09		3.15	1.50	2.78	abcde
OP-6B	UNE P, Centrex 21, Avg Days	D		6.40		12.20		5.22		1.50		3.00	abcde
OP-6B	UNE P, Centrex 21, Avg Days	ND						1.00					abcde
OP-6B	UNE P, Centrex, Avg Days	D				17.00		2.50		1.00		8.00	abcde
OP-6B	UNE P, Centrex, Avg Days	ND		31.00		32.00		20.00		57.00			abcde
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop												
OP-7	UBL - Analog, Hrs:Min		0:03		0:03		0:03		0:03		0:03		
OP-8	Number Portability Timeliness												
OP-8B	LNP Timeliness, %		100%		100%		99.56%		100%		100%		
OP-8C	% LNP Triggers Set Prior to the Frame Due Time		1.00		1.00		1.00		0.99		1.00		
OP-13	Coordinated Cuts - Unbundled Loop												
OP-13A	Completed on Time, UBL - Analog, %		99.44%		99.17%		98.50%		100%		100%		

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-13A	Completed on Time, UBL Other, %		100%		97.62%		100%		100%		98.39%		
OP-13B	Started Without CLEC Approval, UBL - Analog, %		0.00%		0.00%		0.50%		0.00%		0.00%		
OP-13B	Started Without CLEC Approval, UBL Other, %		0.00%		0.00%		0.00%		0.00%		0.00%		
OP-15A Interval for Pending Orders Delayed Past Due Date													
OP-15A	Basic Rate ISDN, Avg Days			138.12		143.63		44.23		50.57		32.72	abcde
OP-15A	Business, Avg Days		319.00	158.27	345.00	159.03	370.00	184.13	396.00	167.99	422.00	162.85	abcde
OP-15A	Centrex 21, Avg Days			114.49		130.68		147.25		129.90		155.04	abcde
OP-15A	Centrex, Avg Days			242.92		279.42		283.39		201.89		235.18	abcde
OP-15A	DS0, Avg Days			222.88		216.81		87.33		175.33		115.60	abcde
OP-15A	DS1, Avg Days			42.68		46.56		49.35		35.05		30.69	abcde
OP-15A	DS3, Avg Days			24.75		11.50		10.50		5.50		4.00	abcde
OP-15A	EELs, Avg Days				0.00								abcde
OP-15A	Frame Relay, Avg Days			182.18		179.32		117.31		94.02		109.24	abcde
OP-15A	ISDN Primary, Avg Days			8.58		13.31		22.05		13.72		14.90	abcde
OP-15A	Line Sharing, Avg Days		7.40		2.43		2.57		6.50		6.45		abcd
OP-15A	LIS Trunk, Avg Days		24.00		34.00		89.00				8.00		abcde
OP-15A	PBX, Avg Days			179.00		160.70		139.90		169.29		137.35	abcde
OP-15A	Qwest DSL, Avg Days			236.19		284.54		262.83	6.00	294.90		287.98	abcde
OP-15A	Residence, Avg Days		187.33	248.95	158.50	259.58	319.00	267.26	230.00	266.92	251.00	249.13	abcde
OP-15A	UBL - 2-wire, Avg Days		9.00	138.12	9.00	143.63	18.67	44.23	8.67	50.57	12.50	32.72	abcde
OP-15A	UBL - 4-wire, Avg Days			42.68		46.56		49.35		35.05		30.69	abcde
OP-15A	UBL - DS1 Capable, Avg Days		0.00	42.68	8.00	46.56	3.60	49.35	12.75	35.05	9.50	30.69	abcde
OP-15A	UBL - DS3 Capable, Avg Days			24.75		11.50		10.50		5.50		4.00	abcde
OP-15A	UBL Analog, Avg Days		10.00	211.97	10.50	225.79	3.80	254.82	21.20	254.54	10.67	211.68	abcde
OP-15A	UBL ISDN Capable, Avg Days			51.50		33.81		20.73	1.50	22.67	11.00	33.35	abcde
OP-15A	UDIT Above DS1 Level, Avg Days			24.75		11.50		10.50		5.50		4.00	abcde
OP-15A	UDIT DS1, Avg Days			42.68		46.56		49.35		35.05		30.69	abcde
OP-15A	UNE P, POTS, Avg Days		54.38	226.35	31.47	233.82	50.00	248.35	43.53	243.27	41.56	226.91	a
OP-15A	UNE P, Centrex 21, Avg Days			114.49		130.68	1.00	147.25		129.90		155.04	abcde
OP-15A	UNE P, Centrex, Avg Days			242.92		279.42		283.39		201.89		235.18	abcde
OP-15B Pending Orders Delayed for Facilities Reasons													
OP-15B	Basic Rate ISDN			6		4		11		11		8	abcde
OP-15B	Business		0	64	0	79	0	54	0	62	0	75	abcde
OP-15B	Centrex			5		5		3		2		1	abcde

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-15B	Centrex 21			6		7		4		2		4	abcde
OP-15B	DS0			10		13		3		2		4	abcde
OP-15B	DS1			42		53		31		88		112	abcde
OP-15B	DS3			1		0		0		0		0	abcde
OP-15B	EELs					1							abcde
OP-15B	Frame Relay			19		15		20		25		21	abcde
OP-15B	ISDN Primary			7		5		4		17		20	abcde
OP-15B	Line Sharing		4		3		5		7		8		abcde
OP-15B	LIS Trunk		1		1		1				1		abcde
OP-15B	PBX			5		3		2		3		3	abcde
OP-15B	Qwest DSL			0		1		1	0	0		1	abcde
OP-15B	Residence		1	140	1	152	1	129	1	135	1	149	abcde
OP-15B	UBL - 2-wire		4	6	3	4	0	11	5	11	1	8	abcde
OP-15B	UBL - 4-wire			42		53		31		88		112	abcde
OP-15B	UBL - DS1 Capable		1	42	1	53	4	31	4	88	4	112	abcde
OP-15B	UBL - DS3 Capable			1		0		0		0		0	abcde
OP-15B	UBL Analog		3	112	5	125	3	105	5	101	3	108	abcde
OP-15B	UBL ISDN Capable			6		4		11	2	11	1	8	abcde
OP-15B	UDIT Above DS1 Level			1		0		0		0		0	abcde
OP-15B	UDIT DS1			42		53		31		88		112	abcde
OP-15B	UNE P, POTS		1	204	5	231	1	183	3	197	2	224	abcde
OP-15B	UNE P, Centrex			5		5		3		2		1	abcde
OP-15B	UNE P, Centrex 21			6		7	1	4		2		4	abcde
OP-17	Timeliness of Disconnects associated with LNP Orders												
OP-17A	LNP, %		100%		99.62%		99.97%		99.98%		100%		
OPERATOR SERVICES													
OS-1	Speed of Answer - Operator Services												
OS-1	Avg Sec			7.77		8.50		8.55		7.93		7.67	abcde
PRE-ORDER/ORDER													
PO-1	Pre-Order/Order Response Times												
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec		0.35		0.45		0.33		0.29		0.29		
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec		1.31		1.13		1.00		0.99		0.98		
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec		0.31		0.35		0.34		0.28		0.28		
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec		4.85		5.00		4.94		4.91		4.86		

ARIZONA PERFORMANCE METRIC DATA

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-1A-10Total	Meet Point Inquiry, GUI Aggregate, Avg Sec		5.16		5.35		5.27		5.19		5.14		
PO-1A-1Total	Appt. Sched, GUI Aggregate, Avg Sec		1.66		1.58		1.33		1.28		1.27		
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec		0.42		0.79		0.43		0.29		0.29		
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec		9.03		8.75		9.06		9.98		8.01		
PO-1A-2Total	Service Avail, GUI Aggregate, Avg Sec		9.45		9.55		9.49		10.27		8.30		
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec		0.53		1.00		0.45		0.32		0.28		
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec		6.69		7.38		7.67		7.68		8.11		
PO-1A-3Total	Facility Check, GUI Aggregate, Avg Sec		7.22		8.38		8.12		8.00		8.39		
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec		0.87		1.10		0.91		0.80		0.79		
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec		3.80		4.13		3.84		3.76		4.29		
PO-1A-4Total	Address Validation, GUI Aggregate, Avg Sec		4.67		5.22		4.75		4.56		5.08		
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec		0.76		1.94		0.56		0.37		0.28		
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec		6.57		7.76		6.46		6.46		6.29		
PO-1A-5Total	Get CSR, GUI Aggregate, Avg Sec		7.34		9.71		7.02		6.83		6.58		
PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec		0.30		0.48		0.34		0.28		0.28		
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec		4.92		4.63		4.68		4.47		4.59		
PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec		0.73		0.76		0.73		0.79		0.77		
PO-1A-6Total	TN Reserv, GUI Aggregate, Avg Sec		5.95		5.87		5.75		5.54		5.64		
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec		0.75		0.86		0.78		0.61		0.63		
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec		6.83		7.31		7.12		9.11		10.04		
PO-1A-7Total	Loop Qual Tools, GUI Aggregate, Avg Sec		7.58		8.17		7.90		9.72		10.67		
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec		0.69		1.27		1.04		0.32		0.28		
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec		5.93		6.13		6.04		5.87		7.04		
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggregate, Avg Sec		6.62		7.40		7.08		6.19		7.32		
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec		0.30		0.29		0.29		0.28		0.28		
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec		8.19		8.51		8.59		8.95		8.97		
PO-1A-9Total	Connecting Facility Assign, GUI Aggregate, Avg Sec		8.49		8.80		8.88		9.23		9.25		
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec		3.78		3.39		3.50		3.37		3.42		
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec		6.03		5.65		5.66		5.52		5.72		
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec		9.40		8.68		9.25		9.83		7.90		
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec		6.56		6.64		7.39		7.69		7.60		
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec		2.99		2.83		2.84		2.81		3.61		
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec		3.53		3.44		3.47		3.33		3.51		
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec		5.76		5.31		5.62		5.18		5.34		

ARIZONA PERFORMANCE METRIC DATA

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec		8.80		9.71		11.96		11.53		11.13		
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		5.22		4.63		4.98		5.74		7.03		
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec		8.47		8.47		8.75		8.86		9.09		
PO-1C-1	Timeout, GUI Total, %		0.19%		0.39%		0.06%		0.10%		0.04%		
PO-1C-2	Timeout, EDI Total, %		0.27%		0.08%		0.32%		0.09%		0.31%		
PO-1D-1	Rejected Query, GUI Total, Avg Sec		1.32		1.33		1.35		1.35		1.32		
PO-1D-2	Rejected Query, EDI Total, Avg Sec		2.34		2.35		2.42		2.37		2.48		
PO-2	Electronic Flow-through												
PO-2A-1	GUI, LNP, %		80.71%		78.25%		75.57%		74.30%		82.34%		
PO-2A-1	GUI, Resale Aggregate w/o UNE-P-POTS, %		58.77%		59.57%		75.22%		82.17%		84.38%		
PO-2A-1	GUI, UBL Aggregate, %		36.48%		28.78%		29.37%		29.72%		32.06%		
PO-2A-1	GUI, UNE P, POTS, %		54.62%		49.75%		53.53%		60.40%		58.71%		
PO-2A-2	EDI, LNP, %		20.10%		22.86%		29.29%		45.50%		45.42%		
PO-2A-2	EDI, Resale Aggregate w/o UNE-P-POTS, %		84.24%		82.17%		85.98%		89.37%		83.61%		
PO-2A-2	EDI, UBL Aggregate, %		52.10%		45.86%		51.21%		51.44%		49.29%		
PO-2A-2	EDI, UNE P, POTS, %		87.84%		77.81%		82.57%		78.55%		87.19%		
PO-2B-1	All Elig LSRs, GUI, LNP, %		99.01%		98.83%		98.56%		98.81%		99.21%		
PO-2B-1	All Elig LSRs, GUI, Resale Agg. w/o UNE-P-POTS, %		97.91%		98.60%		98.72%		98.07%		99.20%		
PO-2B-1	All Elig LSRs, GUI, UBL Aggregate, %		93.55%		91.67%		89.52%		97.90%		94.37%		
PO-2B-1	All Elig LSRs, GUI, UNE P, POTS, %		93.76%		95.68%		92.20%		96.06%		95.97%		
PO-2B-2	All Elig LSRs, EDI, LNP, %		86.67%		78.43%		85.29%		91.43%		91.54%		
PO-2B-2	All Elig LSRs, EDI, Resale Agg. w/o UNE-P-POTS, %		98.84%		98.95%		98.70%		98.93%		98.08%		
PO-2B-2	All Elig LSRs, EDI, UBL Aggregate, %		91.37%		94.90%		94.40%		96.81%		96.35%		
PO-2B-2	All Elig LSRs, EDI, UNE P, POTS, %		98.50%		96.05%		95.43%		96.71%		98.01%		
PO-3	LSR Rejection Notice Interval												
PO-3A-1	GUI - Rejected Manually, Product Aggregate, Hrs:Min		4:18		5:59		4:08		3:34		3:25		
PO-3A-2	GUI - Auto-Rejected, Product Aggregate, Min:Sec		0:03		0:03		0:03		0:03		0:04		
PO-3B-1	EDI - Rejected Manually, Product Aggregate, Hrs:Min		3:30		4:06		3:26		3:24		2:28		
PO-3B-2	EDI - Auto-Rejected, Product Aggregate, Min:Sec		0:02		0:02		0:03		0:04		0:04		
PO-3C	Manual and IIS, Product Aggregate, Hrs:Min		4:34		5:25		1:59		4:53		7:06		
PO-4	LSRs Rejected												
PO-4A-1	GUI - Rejected Manually, Product Aggregate, %		3.72%		3.32%		2.70%		2.91%		3.09%		
PO-4A-2	GUI - Auto-Rejected, Product Aggregate, %		30.97%		32.79%		33.11%		28.61%		31.10%		
PO-4B-1	EDI - Rejected Manually, Product Aggregate, %		3.56%		4.33%		4.55%		5.25%		5.01%		

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-4B-2	EDI - Auto-Rejected, Product Aggregate, %		38.01%		34.32%		35.74%		28.69%		25.38%		
PO-4C	Facsimile, Product Aggregate, %		40.98%		45.65%		46.95%		30.84%		22.01%		
PO-5	Firm Order Confirmations (FOCs) On Time												
PO-5A-1(a)	Fully Elec LSRs Rec'd Via GUI, Resale Aggregate, %		100%		99.84%		100%		99.94%		99.77%		
PO-5A-1(b)	Fully Elec LSRs Rec'd Via GUI, UBL Aggregate, %		100%		100%		100%		100%		100%		
PO-5A-1(c)	Fully Elec LSRs Rec'd Via GUI, LNP, %		100%		99.96%		100%		100%		99.92%		
PO-5A-2(a)	Fully Elec LSRs Rec'd Via EDI, Resale Aggregate, %		100%		99.61%		99.97%		99.94%		100%		
PO-5A-2(b)	Fully Elec LSRs Rec'd Via EDI, UBL Aggregate, %		100%		99.43%		100%		99.80%		100%		
PO-5A-2(c)	Fully Elec LSRs Rec'd Via EDI, LNP, %		100%		96.97%		100%		100%		100%		
PO-5B-1(a)	Elec/Manual LSRs Rec'd Via GUI, Resale Aggregate, %		98.46%		98.65%		98.17%		95.75%		97.82%		
PO-5B-1(b)	Elec/Manual LSRs Rec'd Via GUI, UBL Aggregate, %		96.95%		92.70%		98.25%		98.34%		97.75%		
PO-5B-1(c)	Elec/Manual LSRs Rec'd Via GUI, LNP, %		100%		100%		99.93%		100%		100%		
PO-5B-2(a)	Elec/Manual LSRs Rec'd Via EDI, Resale Aggregate, %		99.82%		98.68%		99.67%		99.47%		98.72%		
PO-5B-2(b)	Elec/Manual LSRs Rec'd Via EDI, UBL Aggregate, %		99.30%		99.35%		99.55%		99.56%		99.39%		
PO-5B-2(c)	Elec/Manual LSRs Rec'd Via EDI, LNP, %		100%		100%		100%		100%		100%		
PO-5C-(a)	Manual, Resale Aggregate, %		100%		97.20%		100%		100%		97.44%		b c d
PO-5C-(b)	Manual, UBL Aggregate, %		100%		100%		100%		100%		100%		
PO-5C-(c)	Manual, LNP, %		100%		96.30%		100%		98.21%		100%		
PO-5D	LIS Trunk, %		98.78%		100%		100%		100%		100%		
PO-6	Work Completion Notification Timeliness												
PO-6A	GUI, All, Hrs:Min		1:21		0:30		0:36		0:38		0:20		
PO-6B	EDI, All, Hrs:Min		0:43		0:48		0:37		0:46		0:50		
PO-7	Billing Completion Notification Timeliness												
PO-7A-C	GUI / Billing System Posting Completions, All, %		99.84%	99.52%	99.99%	99.48%	99.97%	99.31%	99.97%	99.30%	99.97%	99.47%	
PO-7B-C	EDI / Billing System Posting Completions, All, %		100%	99.52%	100%	99.48%	98.92%	99.31%	100%	99.30%	99.93%	99.47%	
PO-8	Jeopardy Notice Interval												
PO-8A	Non-Designed Services, Avg Days		6.43	7.52	2.60	7.94	1.00	5.03	1.25	3.54	2.20	3.57	a b c d e
PO-8B	UBLs and LNP, Avg Days		6.07	7.52	4.70	7.94	4.93	5.03	3.82	3.54	3.89	3.57	
PO-8C	LIS Trunk, Avg Days								11.00	23.00			a b c d e
PO-8D	UNE P, POTS, Avg Days		3.33	7.52	8.57	7.94	1.17	5.03	4.00	3.54	2.84	3.57	a b c d
PO-9	Timely Jeopardy Notices												
PO-9A	Non-Designed Services, %		0.00%	2.16%		1.79%	0.00%	2.25%	0.00%	3.97%	100%	5.68%	a b c d e
PO-9B	UBLs and LNP, %		66.67%	2.16%	25.00%	1.79%	28.57%	2.25%	0.00%	3.97%	35.29%	5.68%	d
PO-9C	LIS Trunk, %			0.00%		0.00%	0.00%	0.00%	100%	100%		0.00%	a b c d e

Federal Communications Commission

FCC 03-309

ARIZONA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	APR 2003		MAY 2003		JUN 2003		JUL 2003		AUG 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-9D	UNE P, POTS, %		27.27%	2.16%	0.00%	1.79%	5.56%	2.25%	0.00%	3.97%	19.05%	5.68%	b d
PO-10	LSR Accountability												
PO-10	Product Aggregate, %		100%		100%		100%		100%		100%		
PO-15	Number of Due Date Changes per Order												
PO-15	All, Avg Days		0.04	0.02	0.05	0.02	0.05	0.02	0.04	0.02	0.02	0.02	
PO-16	Timely Release Notifications												
PO-16	All, %				100%		100%		100%		100%		a b c d e
PO-19	Stand-Alone Test Environment (SATE) Accuracy												
PO-19	All, %		99.62%		99.74%		99.10%		98.75%		99.21%		
PO-19A	Rel. 10.0, %		99.49%		100%		98.48%						d e
PO-19A	Rel. 11.0, %		99.55%		100%		100%		99.55%		100%		
PO-19A	Rel. 12.0, %		99.58%		100%		99.58%		99.58%		100%		
PO-19A	Rel. 8.0, %												a b c d e
PO-19A	Rel. 9.0, %												a b c d e
PO-19A	Rel. VICKI, %		100%		98.36%		97.54%		96.82%		96.84%		
PO-19B	All, %		97.80%								95.94%		b c d
PO-20	Manual Service Order Accuracy												
PO-20	Resale POTS and UNE-P, POTS, %		96.15%		97.50%		99.20%		98.46%		99.42%		
PO-20	UBLs, Analog & NL 2-wire, %		97.27%		97.86%		97.86%		98.18%		98.33%		

Metric Number:

* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party.

DR: Disaggregation Reporting

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State or Regional Level

Notes:

a = Sample size less than or equal to 10 in April 2003

b = Sample size less than or equal to 10 in May 2003

c = Sample size less than or equal to 10 in June 2003

d = Sample size less than or equal to 10 in July 2003

e = Sample size less than or equal to 10 in August 2003